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SYSTEM DIAGNOSIS APPARATUS, SYSTEM DIAGNOSIS METHOD
AND COMPUTER-READABLE RECORDING MEDIUM RECORDING
SYSTEM DIAGNOSIS PROGRAM

5 FIELD OF THE INVENTION

The present invention relates to system diagnosis apparatus, system diagnosis method and computer-readable recording medium recording system diagnosis program.

10 BACKGROUND OF THE INVENTION

In a large enterprise organizing an information system department, the computer system is operated and managed by expert system engineers well versed in computer systems. In order to maintain the performance such as response and 15 through-put at high level, performance diagnosis of resources composing the computer system such as central processing unit (CPU) and magnetic disk devices (called disks hereinafter) is executed as routine work during the management. If performance drop is found in any resource, the system engineers investigate 20 the cause and properly upgrade that resource.

There are enterprises which can not employ exclusive system engineers because of limited budget. Such enterprises must consign operation and management of the computer system to another company that is specialized in the maintenance work 25 (here after maintenance firm). In this case, therefore, the

performance of resources is diagnosed regularly (or irregularly) by customer engineers dispatched from the maintenance firm.

In such operation management system, however, it is 5 actually difficult to diagnose the performance in a thoroughly understanding state of the computer system of the specific enterprise and a customer engineer engaged in performance diagnosis may overlook the cause of performance drop of resources. Under this condition, even if the resource is 10 upgraded, the performance does not improved and the quality of customer service may be lowered. Hitherto, therefore, there has been a keen desire for development of means and method of enhancing the quality of customer service without depending on the skill of the customer engineers engaged in the operation 15 management tasks.

Conventionally, in operation and management of a system composed of computers, the manager judges the performance on the basis of the utility rate about the system resources (CPU, disks) that compose the system. When the utility rate exceeds 20 a threshold, the manager judges that the performance of the system resource has lowered. In such as case, the deteriorated system resource is replaced by a new system resource of higher performance, or another system resource is added.

For example, if the case the system resource is the CPU, 25 then the present CPU is replaced by a CPU having a higher

frequency than the clock frequency of the present CPU. If the system resource is a disk, another disk is added.

Conventionally, as mentioned above, when the performance

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B1* of the system resources (CPU, disks) is lowered, an attempt is made to avoid the drop of the performance by replacing the existing system resource with a system resource of a higher performance, or adding a new system resources.

Generally, only when the cause of performance drop of the system resource is correctly investigated the performance of

10 the system resource can be maintained above a specified level.

The conditions that lower the performance of the CPU, for example, high utility rate and long queue waiting for execution of process. If these are the causes, then it is effective to install an additional CPU. On the other hand, if 15 high utility rate the only cause, then it is effective to replace the existing CPU with a better CPU.

The conditions that lower the disk performance include high utility rate, long queue waiting for read/write demand and long response time. If these are the causes, it is effective 20 to install additional disks. On the other hand, if high utility rate and response time are the only causes, then it is effective to replace the existing disk with a better disk.

However, in order to judge the cause of performance drop of system resources, the engineers are required to have a 25 thorough knowledge of the system under investigation. For the

enterprise having the performance of system resources diagnosed regularly (or irregularly) by the customer engineers dispatched from the maintenance firm, in reality, it is very difficult to diagnose the performance in a state of full understanding of 5 the computer system of the specific enterprise.

Therefore, the customer engineer responsible for performance diagnosis may overlook the cause of performance drop of system resources. In such a case, even if the system resource is upgraded, the performance is not improved so much.

10 Regarding the CPU, for example, supposing the queue waiting for execution of process is one of the causes that generate the drop in the performance, even if the CPU is replaced with a better CPU, the performance of the CPU is not improved so much. Similarly, in the case of the disk, even if disks are added 15 although the utility rate and response time are the causes that generate the drop in the performance, the disk performance is not improved so much.

Thus, in the event of wrong judgement of cause of performance drop of system resources, not only the quality of 20 the customer service is lowered, but also it is accompanied by wasteful extra steps such as redoing of diagnosis and follow-up of the user by the sales staff.

Moreover, when upgrading the system resources, the system resources are ordered manually. This may cause ordering errors 25 due to human interaction, or may take time in the ordering

process.

The present invention is achieved in the light of the aforesaid problems. It is an object of this invention to provide a system diagnosis apparatus, a system diagnosis method 5 and a computer-readable recording medium recording system diagnosis program, capable of determining measures against drop or shortage of performance of system resources and ordering necessary system resources accurately and promptly.

10 SUMMARY OF THE INVENTION

The present invention is achieved in the light of the aforesaid problems. It is an object of this invention to provide a system diagnosis apparatus, a system diagnosis method and a computer-readable recording medium recording system 15 diagnosis program, capable of determining measures against drop or shortage of performance of system resources and ordering necessary system resources accurately and promptly.

According to one aspect of this invention, in the system diagnosis apparatus, when the utility rate of the system 20 resource is greater than its threshold and the queue is shorter than its threshold, a diagnosis unit diagnoses that the performance of the user system resource has lowered. In this case, the existing system resource is replaced by a system resource of higher performance than this system resource. On 25 the other hand, when the utility rate is greater than its

threshold and the queue is longer than its threshold, the diagnosis unit diagnoses that the number of system resources is insufficient. In this case, system resources are added to cover up for the shortage. Thus, the system resources are 5 diagnosed on the basis of the results of comparison between the utility rate and its threshold and between the queue and its threshold.

Further, a system resource determining unit which determines the system resource to be upgraded when the diagnosis 10 unit diagnoses that the performance of the system resource has lowered is provided. Further, an ordering unit makes an order of the determined system resource. On the other hand, when it is diagnosed by the system diagnosis unit that the number of system resources is insufficient, the number of system 15 resources capable of exhibiting the specified performance is determined by the system resource determining unit. In this case, the system sources to cover up for the shortage are ordered by the ordering unit. Thus, the system resources for upgrading are ordered by the ordering unit on the basis of the result of 20 determination by the system resource determining unit.

Further, an ordering unit directly transmits the ordering information about the system resources for updating to the device of the supplier's side through the network.

Further, the result of diagnosis by the diagnosis unit 25 is noticed to the user through the network.

Further, out of the system resources determined by the system resource determining unit only the system resources required to be updated are ordered as the system resources for upgrading on the basis of the flag.

5 Further, the system resources are diagnosed on the basis
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PD of the results of comparison between the utility rate and its threshold, comparison between the queue and its and further comparison between the response time and its threshold.

According to another aspect of this invention, in the
10 system diagnosis method, when the utility rate of the system resource is greater than its threshold and the queue is shorter than its threshold, a diagnosis unit diagnoses that the performance of the user system resource has lowered. In this case, the existing system resource is replaced by a system
15 resource of higher performance than this system resource. On the other hand, when the utility rate is greater than its threshold and the queue is longer than its threshold, the diagnosis unit diagnoses that the number of system resources is insufficient. In this case, system resources are added to
20 cover up for the shortage. Thus, the system resources are diagnosed on the basis of the results of comparison between the utility rate and its threshold and between the queue and its threshold.

According to still another aspect of this invention, the
25 program for executing the system diagnosis method is stored on

a recording medium. This program can be easily read on a computer and the system diagnosis method can be easily executed using the computer.

Other objects and features of this invention will become 5 apparent from the following description with reference to the accompanying drawings.

BRIEF DESCRIPTION OF THE DRAWINGS

Fig. 1 is a diagram showing a schematic constitution in 10 an embodiment of the present invention;

Fig. 2A to Fig. 2C are diagrams showing the examples of the CPU utility rate in a user system 10 shown in Fig. 1 and Fig. 4;

Fig. 3A and Fig. 3B are diagrams showing the examples of 15 the disk utility rate and disk response time in the user system 10 shown in Fig. 1 and Fig. 4;

Fig. 4 is a block diagram showing a constitution of this embodiment;

Fig. 5 is a diagram showing system performance 20 information J_1 shown in Fig. 4;

Fig. 6 is a diagram showing a system configuration table T_1 shown in Fig. 4;

Fig. 7A to Fig. 7D are the tables shown in Fig. 4;

Fig. 8 is a flowchart for explaining the operation of this 25 embodiment;

Fig. 9 is a flowchart for explaining the acquisition process of system resource information shown in Fig. 8;

Fig. 10 is a flowchart for explaining the analysis process of CPU performance information shown in Fig. 8;

5 Fig. 11 is a flowchart for explaining the analysis process of disk performance information shown in Fig. 8;

Fig. 12 is a flowchart for explaining the ordering process shown in Fig. 8;

10 Fig. 13 is a diagram showing an example of system diagnosis report in this embodiment;

Fig. 14 is a diagram showing an example of system diagnosis report in this embodiment;

Fig. 15 is a diagram showing an example of system diagnosis report in this embodiment;

15 Fig. 16 is a diagram showing an example of order confirm screen 100 in this embodiment; and

Fig. 17 is a block diagram showing a modified example of this embodiment.

20 DESCRIPTION OF THE PREFERRED EMBODIMENTS

Referring now to the drawings, the system diagnosis apparatus, system diagnosis method and computer-readable recording medium recording system diagnosis program of the present invention are described in detail below.

25 Fig. 1 is a diagram showing a schematic constitution of

the embodiment of this invention. As show in this figure, a user system 10 is installed at the user side and is composed of mail server, printer server, job server and many (or only one) computers as personal terminals. Hereinafter, the mail 5 server, printer server and others are collectively called the user system 10 and the user system 10 is supposed to be composed of four computers in total, that is, mail server, printer server, job server and personal terminal. This user system 10 is composed of system resources such as CPU, disks and memories. 10 Actually, the system resources are present in each one of the mail server, printer server, job server and personal terminal.

The user system 10 includes a function of storing the performance information of system resources in operation (hereinafter called system performance information) in a not 15 shown memory unit and issuing the system performance information to outside when a necessary command is input. The system performance information includes the CPU utility rate, length of execution queue for CPU, disk utility rate, length of demand queue for disk, disk response time and others.

20 The CPU utility rate is the ratio of run time of the CPU executing the program to the measuring time required for measurement of the CPU utility rate (run time/measuring time). For example, of the measuring time of 10 minutes, if the run time is 3 minutes and 30 seconds, the CPU utility rate is 35%. 25 Fig. 2A to Fig. 2C are diagrams showing examples of time sequence

changes of the CPU utility rate in the user system 10. In Fig. 2A to Fig. 2C, the axis of abscissas is the time axis having a range from 10:07 to 18:07 and the axis of ordinates represents the CPU utility rate.

5 Fig. 2A shows the changes of the CPU utility rate of two CPU, CPU 0 and CPU 1. Fig. 2B shows the CPU utility rate of all the CPUs (in this case, CPU 0 and CPU 1). Fig. 2C shows the CPU utility rate occupied by process 1, process 2 and the system (operating system).

10 The execution queue is the number of other programs that form a queue while the CPU is executing one program. In other words, the execution queue is the number of other processes waiting for execution while one process is occupying the CPU.

15 The disk utility rate is the ratio of the operating time required for read/write operation to the measuring time required for measuring the disk utility rate (operating time/measuring time). For example, of the measuring time of 10 minutes, when the operating time is 2 minutes, the disk utility rate is 20%. Fig. 3A shows an example of time sequence 20 changes of disk utility rate in the user system 10. In Fig. 3A, the axis of abscissas is the time axis having a range from 10:07 to 18:07 and the axis of ordinates represents the disk utility rate.

25 The demand queue is the number of other read/write demands that form a queue while the disk is executing read/write

operation. The disk response time is the time from issue of read/write demand to the disk until end of read/write operation. Fig. 3B shows an example of time sequence changes of disk response time in the user system 10. In Fig. 3B, the axis of abscissas is the time axis having a range from 10:07 to 18:07 and the axis of ordinates represents the disk response time.

Returning to Fig. 1, the user system 10 is connected to a network N such as the Internet or other exclusive line and has a communication function for communicating with a system diagnosis apparatus 20 installed at an external maintenance firm. The user system 10 also has a function of issuing the system performance information stored in the memory unit to the outside, when a necessary command is entered through the local operation or remote operation. The system performance information may be output to a recording medium such as the floppy disk or the optical disk or it may be output to the system diagnosis apparatus 20 through the network N.

The system diagnosis apparatus 20 includes an acquisition function of acquiring system performance information from the user system 10 through a recording medium or the network N. Further, the system diagnosis apparatus 20 includes a diagnosis function of diagnosing the performance of system resources by analyzing the system performance information. Further, the system diagnosis apparatus 20 also includes a reporting function of reporting the diagnosis result to the user and an

ordering function of ordering parts (system resources) if upgrading of system resources is necessary on the basis of the diagnosis result.

The system diagnosis apparatus 20 is connected to the user system 10 and a factory/parts center system 40 through the network N. Therefore, the system diagnosis apparatus 20 accesses the user system 10 through the network N when acquiring the system performance information and when reporting the diagnosis result. Further, the system diagnosis apparatus 20 accesses the factory/parts center system 40 through the network N when ordering the parts.

The factory/parts center system 40 is a computer, which is installed at the manufacturing factory of the user system 10 or the parts center having a stock of upgrading parts (system resources: CPU, disk, etc.) about the user system 10. The factory/parts center system 40 includes a communication function for communicating with the system diagnosis apparatus 20 through the network N and an ordering control function for controlling order of parts. The worker at the manufacturing factory/parts center delivers the requested parts to the user according to the ordering management of the factory/parts center system 40.

Referring next to Fig. 4, the constitution of this embodiment will be described in detail. In Fig. 4, the sections that perform the similar functions as those in Fig. 1 have been

provided with same reference numerals. In the user system 10 shown in Fig. 4, CPU 11 and disk 12 are system resources that make the user system 10 and are also the objects of diagnosis of the performance. Actually, many (or only one) CPUs and/or 5 disks are provided for each computer the user system 10.

In the system diagnosis apparatus 20, a system configuration table T_1 and an application definition table T_2 are stored in the memory unit 21. The system configuration table T_1 is, as shown in Fig. 6, a table composed of the 10 specification of system resources in the user system 10, application of computer system for composing the user system 10, information about upgrading of system resources and information about ordering of system resources.

That is, the system configuration table T_1 is composed 15 of machine ID, mounted CPU information, mounted disk information, application information, CPU upgrade recommended information, disk upgrade recommended information, CPU order information and disk order information.

Among these pieces of information, the machine ID, 20 mounted CPU information, mounted disk information and application information are individually set in the table initial setting unit 23 mentioned below before diagnosing about the user system 10. The CPU upgrade recommended information and disk upgrade recommended information are set after 25 diagnosis about the user system 10. The CPU order information

and disk order information are set when ordering the parts (system resources) to the factory/parts center system 40.

The machine ID is an identifier individually given to a total of four computers that make the user system 10 and in the 5 illustrated example, the machine ID is A, B, C and D.

The mounted CPU information is the information about the specification of the CPU (system resources) mounted on each one of the four computers that make the user system 10. More specifically, the mounted CPU information is composed of the 10 number of mountable CPUs showing the maximum number of CPUs that can be mounted on that particular computer, the CPU model name showing the model name of the CPU actually mounted on the computer, the CPU performance showing the clock frequency of the CPU actually mounted on the computer and the number of CPU 15 mounted showing the number of CPUs actually mounted on the computer.

For example, in the computer having the machine ID of A, Sub B4 the number of mountable CPUs is 2, the CPU model name is SPII, the CPU performance is 233 and the number of CPU mountable is 20 1. Therefore, in this computer, as the number of mountable CPUs is 2 and the CPU quantity is 1, there is a room for one more CPU.

The mounted disk information is the information about the specification of the disks (system resources) mounted on each 25 one of the four computers that make the user system 10. More

specifically, the mounted disk information is composed of the disk model name showing the model name of the disk actually mounted on the computer, the disk performance showing the rotating speed of the magnetic disk incorporated in the disk 5 and the number of disks mounted showing the number of disks that are actually mounted on that particular computer.

For example, in the computer having the machine ID of A, the disk model name is SG2, the disk performance is 5500 and the number of disks mounted is 1. Similarly, in the computer 10 having the machine ID of B, the disk model name is AL2, the disk performance is 7200 and the number of mounted disks is 3.

The application information is the information showing the applications of the four computers for composing the user system 10. More specifically, the computer having the machine 15 ID of A is used as a mail server and the computer having the machine ID of B is used as a printer server. Similarly, the computer having the machine ID of C is used as a job server and the computer having the machine ID of D is used as a personal terminal.

20 The CPU upgrade recommended information is the information about the CPU recommended to be upgraded by the maintenance firm of the user system 10. The upgrading techniques of the CPU include a technique of adding (extending) a new CPU and a technique of replacing the existing CPU with 25 a CPU having a higher performance.

In the case of the former technique, a CPU having a same clock frequency as the clock frequency of the existing CPU is newly added. This technique is effective for enhancing the through-put. On the other hand, in the case of the latter 5 technique, the existing CPU is replaced by a CPU having a higher clock frequency than the clock frequency of the existing CPU. This technique is effective for enhancing the response time (processing time).

More specifically, the CPU upgrade recommended 10 information is composed of the CPU model name and number of CPUs. The CPU model name is the model name of the CPU recommended to be upgraded by the maintenance firm and the number of CPUs is the number of CPUs that are required to be upgraded.

What is of note here is that when the CPU model name of 15 the CPU upgrade recommended information and the CPU model name of the mounted CPU information are identical, the former CPU model name shows the model name of the CPU recommended to be added by the maintenance firm. In this case, moreover, the number of CPUs in the CPU upgrade recommended information shows 20 the sum of the number of CPUs already mounted and the number of CPUs recommended to be added by the maintenance firm.

On the other hand, when the CPU model name of the CPU upgrade recommended information and the CPU model name of the mounted CPU information are different, the former CPU model name 25 shows the model name of the CPU in the case of recommendation

for upgrading by replacing the existing CPU with a CPU having a higher clock frequency. In this case, the number of CPUs in the CPU upgrade recommended information represents the number of CPUs recommended to be replaced by the maintenance firm.

5 The disk upgrade recommended information is the information about the disk recommended to be upgraded by the maintenance firm of the user system 10. Herein, the upgrading techniques of the disk include a technique of adding (extending) a new disk and a technique of replacing the existing disk with 10 a disk of a higher performance.

In the case of the former technique, a disk having a same rotating speed as the rotating speed of the existing disk is newly added. This technique is effective for enhancing the through-put. On the other hand, in the case of the latter 15 technique, the existing disk is replaced by a disk having a higher rotating speed than the rotating speed of the existing disk. This technique is effective for enhancing the response time (processing time).

More specifically, the disk upgrade recommended 20 information is composed of the disk model name and number of disks. The disk model name is the model name of the disk recommended to be upgraded by the maintenance firm and the number of disks is the number of disks required to be upgraded. What is of note here is that when the disk model name of the 25 disk upgrade recommended information and the disk model name

of the mounted disk information are identical, the former disk model name shows the model name of the disk recommended to be added by the maintenance firm. In this case, moreover, the number of disks in the disk upgrade recommended information 5 represents the sum of the number of disks already mounted and the number of disks recommended to be added by the maintenance firm.

On the other hand, when the disk model name of the disk upgrade recommended information and the disk model name of the 10 mounted disk information are different, the former disk model name shows the model name of the disk in the case of recommendation for upgrading by replacing the existing disk with a disk of higher rotating speed. In this case, the number of disks in the disk upgrade recommended information shows the 15 number of disks recommended to be replaced.

The CPU order information is the information about ordering of CPU for upgrading and is composed of CPU model name and number of CPUs ordered. The CPU model name shows the model name of the CPU to be ordered, which corresponds to the CPU model 20 name in the CPU upgrade recommended information. The number of CPUs ordered is the number of CPUs to be ordered to the factory. In the computer having the machine ID of C, the CPU model name is ZZ3 and the number of CPUs ordered is 2.

Herein, if the CPU model name of the CPU order information 25 and the CPU model name of the mounted CPU information are

different, the number of CPUs ordered and number of CPUs mounted are identical. If they are identical, the number of CPUs ordered is the balance of subtraction of the number of CPUs ordered of the mounted CPU information from the number of CPUs of the CPU upgrade recommended information.

The disk order information is the information about ordering of disk for upgrading and is composed of disk model name and number of disks ordered. The disk model name shows the model name of the disk to be ordered, which corresponds to the disk model name in the disk upgrade recommended information. The number of disks ordered is the number of disks to be ordered to the factory.

Herein, if the disk model name of the disk order information and the disk model name of the mounted disk information are different, the number of disks ordered and number of disks mounted are identical. If they are identical, the number of disks ordered is the balance of subtraction of the number of disks mounted of the mounted disk information from the number of disks of the disk upgrade recommended information.

Returning to Fig. 4, the application definition table T_2 is a table that defines the application of the plurality of computers as the object of diagnosis by the system diagnosis apparatus 20 and necessity of upgrading corresponding thereto. More specifically, as shown in Fig. 7A, the application definition table T_2 is composed of application information and

upgrading flag. The application information includes the mail server, printer server, FTP (file transfer process) server, job server and personal terminal.

The upgrading flag is a flag showing whether it is necessary to upgrade the system resources (CPU, disk, etc.) that make the computer. More specifically, the upgrading flag 1 shows it is necessary to upgrade according to the result of diagnosis when it is diagnosed necessary to upgrade the system resources for composing the computer. On the other hand, the upgrading flag 0 shows it is not necessary to upgrade, regardless of the result of diagnosis even if it is diagnosed necessary to update.

In other words, the upgrading flag expresses the review result of cost effect of upgrading. That is, the upgrading flag is 1 (upgrading necessary) for the mail server, printer server and job server (see Fig. 7A) which are regarded to be high in importance by the user.

On the contrary, in the FTP server and personal terminal which are regarded to be low in importance by the user, the upgrading flag is 0 (upgrading not necessary). Since the standard about necessity of upgrading varies depending upon the user, the application definition table T_2 is set separately for each user.

Returning to Fig. 4, in the memory unit 22, the system performance information J_1 , threshold table T_3 , CPU list table

~~A2~~ T_4 and disk list table T_5 are stored. The system performance information J_1 is the performance information (CPU utility rate, disk utility rate, etc.) of system resources (CPU, disk) in operation of the user system 10 and is acquired from the user system 10 through the network N or the recording medium 31. This recording medium 31 is for recording the system performance information stored in the memory unit of the user system 10 and is a floppy disk, optical disk or the like.

More specifically, the system performance information J_1 , as shown in Fig. 5, is composed of the measured data and average of the aforesaid CPU utility rate, execution queue for the CPU, disk utility rate, demand queue for the disk and disk response time. The CPU utility rate and execution queue for the CPU are the CPU performance information for analyzing the performance of the CPU. The disk utility rate, demand queue for the disk and disk response time are the disk performance information for analyzing the performance of the disk.

~~A2~~ 20 In the example shown in Fig. 5, the system performance information J_1 is composed of the data measured in the time zone from 10:00:00 to 12:10:00. Although not shown in Fig. 5, the system performance information J_1 also includes measured data in other time zone and their average.

Returning to Fig. 4, the threshold table T_3 is composed of the plurality of threshold values used in diagnosis of system resources (CPU, disk) of the user system 10. Specifically, as

shown in Fig. 7B, the threshold table T_3 , consists of items for No., resource, parameter and threshold. The parameters and the thresholds used in the evaluation of the performance of the CPU and the disk are stored in the correlation form.

5 That is, concerning the CPU, threshold values of CPU utility rate and execution queue for the CPU are set in "a" and "b". Similarly, concerning the disk, threshold values of disk utility rate, demand queue for the disk and disk response time are set in "x", "y" and "z". These threshold values (a, b, x, 10 y, z) are determined on the basis of the maintenance know-how of the maintenance firm.

Returning to Fig. 4, the CPU list table T_4 is a table showing a list of the plurality of CPUs applicable as system resources of the user system 10. That is, as shown in Fig. 7C, 15 the CPU list table T_4 is composed of No., CPU model name and CPU performance (clock frequency). The disk list table T_5 is a table showing a list of the plurality of disks applicable as system resources of the user system 10 and is composed of No., disk model name and disk performance as shown in Fig. 7D.

20 Returning to Fig. 4, the table initial setting unit 23 is responsible for initial setting of the system configuration table T_1 and application definition table T_2 . The system information acquisition unit 24 acquires the system performance information J_1 (see Fig. 5) from the memory unit 22 at the time 25 of diagnosis and transfers it to the analysis unit 25. The

analysis unit 25 analyzes the system performance information J_1 by referring to the system configuration table T_1 , threshold table T_3 , CPU list table T_4 and disk list table T_5 and transfers the result of analysis to the order processing unit 26. This 5 analysis result represents the necessity or not of upgrading of system resources. The detail of method of analysis in the analysis unit 25 is described later.

The order processing unit 26 makes orders for system resources and compiles the system diagnosis report (see Fig. 10 13 to Fig. 15) on the basis of the result of analysis of the analysis unit 25. This system diagnosis report represents the result of diagnosis of the performance of system resources of the user system 10 and is presented to the user of the user system 10 after the diagnosis. The detail of this system diagnosis 15 report is described later.

The user interface unit 27 works as an interface between different sections such as the input unit 28 and the display unit 29. The input unit 28 is the input device such as keyboard and mouse. The display unit 29 is the cathode-ray tube (CRT) 20 or liquid crystal display (LCD) and displays information necessary for diagnosis or ordering. Reading unit 30 reads the information recorded in the recording medium 31 (in this case, system performance information J_1) and stores it in the memory unit 22. The communication processing unit 32 communicates 25 between the user system 10 and the factory/parts center system

40 through the network N according to the prescribed protocol. The printer 33 prints out the system diagnosis report (see Fig. 13 to Fig. 15) as required.

The operation according to this embodiment is explained 5 below while referring to the flowcharts shown in Fig. 8 to Fig. 12. First, the person in charge at the maintenance firm initially sets the system configuration table T_1 and application definition table T_2 before starting diagnosis of the user system 10. That is, the person in charge enters, concerning the user 10 system 10, the information of machine ID, mounted CPU information, mounted disk information and application information shown in Fig. 6 using the input unit 28.

As a result, the information is stored in the table initial setting unit 23 through the user interface unit 27. The 15 table initial setting unit 23 sets the information of machine ID, mounted CPU information, mounted disk information and application information in the system configuration table T_1 as shown in Fig. 6.

Next, the person in charge enters, concerning the user 20 system 10, the application information and the upgrading flag shown in Fig. 7A using the input unit 28. Herein, the upgrading flag is entered on the basis of the result of necessity of upgrading confirmed beforehand by the user of the user system 10. The information is stored in the table initial setting unit 25 23 through the user interface unit 27 and is set in the

application definition table T_2 (see Fig. 7A) through the table initial setting unit 23.

In operation, the user system 10 shown in Fig. 4 records the system performance information about system resources (CPU 11, disk 12) along the time sequence and stores it in a not shown memory unit. Herein, the system performance information includes, as mentioned above, the CPU utility rate (see Fig. 2A to Fig. 2C), execution queue for the CPU, disk utility rate (see Fig. 3A), demand queue for the disk and the disk response 5 time (see Fig. 3B). Thus, in the user system 10, the system performance information is recorded as log in a not shown memory 10 unit.

When diagnosing the system resources of the user system 10 on the basis of the system performance information, by the 15 following first method or second method, the system performance information is acquired in the system diagnosis apparatus 20 from a not shown memory unit of the user system 10. That is, the first method is a method of acquiring the system performance information through the recording medium 31 and the second 20 method is a method of acquiring the system performance information through the network N.

In the case of the first method, when a specific command is entered with the recording medium 31 being inserted into a not shown disk drive of the user system 10, the system 25 performance information is readout from a not shown memory unit

and recorded in the recording medium 31. When this recording medium 31 is brought into the maintenance firm, the person in charge at the maintenance firm inserts the recording medium 31 into the reading unit 30 and enters a specific command using 5 the input unit 28.

As a result, the reading unit 30 reads, for example, system performance information J_1 shown in Fig. 5 from the recording medium 31 and stores it in the memory unit 22. Fig. 5 shows the information about one computer out of four computers 10 that make the user system 10. Actually, the system performance information J_1 includes the information about four computers.

In the case of the second method, when a specific command is entered using the input unit 28 by the person in charge at 15 the maintenance firm, the communication processing unit 32 accesses the user system 10 through the network N and requests downloading of system performance information to the user system 10.

As a result, the user system 10 reads out the system 20 performance information stored in a not shown memory unit and transmits it to the communication processing unit 32 of the system diagnosis apparatus 20 through the network N. The communication processing unit 32, after receiving the system 25 performance information from the user system 10, stores the result of reception as system performance information J_1 (see

Fig. 5) in the memory unit 22.

Under the condition that the system performance information J_1 is stored in the memory unit 22, when a command instructing the diagnosis is entered using the input unit 28, 5 the analysis unit 25 and system performance information acquisition unit 24 perform the process in step SA1 shown in Fig. 8 and execute system performance information acquisition process (see Fig. 9).

That is, at SB1 shown in Fig. 9, the analysis unit 25 10 accesses the memory unit 21 and acquires the mounted CPU information and mounted disk information from the system configuration table T_1 (see Fig. 6). Consequently, at step SB2, the system performance information acquisition unit 24 accesses the memory unit 22 and acquires the system performance 15 information J_1 shown in Fig. 5 and transfers it to the analysis unit 25, thereby returning to the main routine shown in Fig. 8.

At step SA2 shown in Fig. 8, the analysis unit 25 executes 20 CPU performance information analysis process (see Fig. 10). That is, at step SC1 shown in Fig. 10, the analysis unit 25 accesses the memory unit 22 and acquires the threshold "a" about the CPU utility rate and threshold "b" about the execution queue for the CPU from the threshold table T_3 , shown in Fig. 7B and advances to step SC2.

25 At step SC2, the analysis unit 25 judges whether the CPU

utility rate included in the system performance information J_1 shown in Fig. 5 is above the threshold "a" or not (see Fig. 7B). In this case, the CPU utility rate is the value about the CPU (=SPII) mounted on the computer having the machine id of A shown 5 in Fig. 6. The CPU utility rate of this CPU is the average of the CPU utility rate measured from 10:00:00 to 12:10:00 shown in Fig. 5 (=84%).

Herein, when the CPU utility rate (=84%) is smaller than the threshold "a", the analysis unit 25 judges "No" at step SC2 10 and the process returns to the main routine shown in Fig. 8. In this case, this CPU (=SPII, see Fig. 6) is performing as specified and it is judged that there is no need to upgrade. Thereafter, the analysis unit 25 similarly executes CPU 15 performance information analysis process about the CPUs corresponding to B to D (machine ID) shown in Fig. 6.

That is, in the case of the CPU (=PTT) corresponding to B (machine ID) shown in Fig. 6, at step SC2 shown in Fig. 10, the analysis unit 25 judges whether the corresponding CPU utility rate included in the system performance information J_1 20 is over the threshold "a" or not. In this case if the CPU utility rate is over the threshold "a", the analysis unit 25 judges "Yes" at step SC2 and advances to step SC3.

At step SC3, the analysis unit 25 judges whether the execution queue for the CPU relating to the CPU corresponding 25 to B (machine ID) is longer than the threshold "b" or not (see

Fig. 7B). In this case, if the execution queue for the CPU is longer than the threshold "b", the analysis unit 25 judges "Yes" at step SC3 and advances to step SC4. That is, with this CPU there is a problem that the CPU utility rate is more than the 5 threshold "a" and the execution queue for the CPU is longer than the threshold "b". This problem can be solved by adding (extending) the CPU having the same clock frequency as this CPU.

At step SC4, the analysis unit 25 determines the result of dividing the sum of the execution queue for the CPU concerning 10 this CPU (=PTT) and number of CPUs mounted by the value "c" as the number of CPUs (for example, 2.5) and advances to step SC5. This number of CPU is the number of CPUs necessary for exhibiting the specified performance. At step SC5, the analysis unit 25 judges if the number of CPUs (2.5) determined at step SC4 is 15 greater than the number of mountable CPUs (4) corresponding to B (machine ID) shown in Fig. 6.

In this case, the analysis unit 25 judges "No" at step SC4 and advances to step SC6. At step SC6, the analysis unit 25 determines the CPU model name and number of CPUs relating 20 to the CPU after upgrading. More specifically, the analysis unit 25 determines the model name of the CPU after upgrading as the same PTT (see Fig. 6) as the model name of the CPU already mounted. Also, the analysis unit 25 determines the number of CPUs by rounding up the number of CPUs (2.5) determined at step 25 SC4 to 3.

On the other hand, if judged "Yes" at step SC5, the analysis unit 25 advances to step SC10. In this case, since the number of CPUs after upgrading is over the number of mountable CPUs, all the CPUs cannot be mounted on this computer.

5 Therefore, at step SC10 to step SC12, by using the CPU having higher clock frequency than the clock frequency of the existing CPU, the process is executed to decrease the number of CPUs necessary for upgrading.

That is, at step SC10, the analysis unit 25 determines 10 the clock frequency multiplication factor by dividing the number of CPUs determined at step SC4 by the number of mountable CPUs (see Fig. 6) and advances to step SC11. This clock frequency multiplication factor is the ratio of the clock frequency necessary for exhibiting the specified performance 15 by using the CPUs within the number of mountable CPUs and the clock frequency of this CPU already mounted.

At step SC11, the analysis unit 25 searches the CPU having an optimum clock frequency from the CPU list table T_4 , shown in Fig. 7C and advances to step SC12. Specifically, the analysis 20 unit 25 determines the product of the clock frequency of the existing CPU and the clock frequency multiplication factor determined at step SC10 as the clock frequency of the CPU after upgrading.

Consequently, the analysis unit 25 searches the CPU of 25 which clock frequency is higher than this clock frequency and

closest to this clock frequency from the CPU list table T_4 and advances to step SC12. For example, when the clock frequency of the CPU after upgrading is determined as 242 MHz, the CPU of model name ZZ1 assigned with No. 4 shown in Fig. 7C is searched 5 as the CPU after upgrading.

At step SC12, the analysis unit 25 determines the CPU model name about the CPU after upgrading and the number of CPUs. Specifically, the analysis unit 25 determines the CPU model name of the CPU after upgrading as ZZ1 (see Fig. 7C). The analysis 10 unit 25 also determines the number of mountable CPUs as the number of CPUs.

In the case of the CPU (=ZZ2) corresponding to C (machine ID) shown in Fig. 6, at step SC2, the analysis unit 25 judges if this CPU utility rate included in the system performance 15 information J_1 is over the threshold "a" or not. In this case, supposing that the CPU utility rate is over the threshold "a", the analysis unit 25 judges "Yes" at step SC2 and advances to step SC3.

At step SC3, the analysis unit 25 judges if the execution 20 queue for the CPU relating to the CPU corresponding to C (machine ID) is longer than the threshold "b" or not (see Fig. 7B). In this case, supposing the execution queue for the CPU is shorter than the threshold "b", the analysis unit 25 judges "No" at step SC3 and advances to step SC7. That is, with this CPU, the 25 problem is that the CPU utility rate is greater than the

threshold "a". This problem can be solved by replacing this CPU with the CPU of higher clock frequency.

At step SC7, the analysis unit 25 determines the clock frequency multiplication factor by dividing the CPU utility rate of this CPU by the threshold "d" (<1) and advances to step SC8. This clock frequency multiplication factor is the ratio of the clock frequency of the CPU necessary for exhibiting the specified performance and the clock frequency of this CPU already mounted.

At step SC8, the analysis unit 25 searches the CPU having an optimum clock frequency from the CPU list table T_4 shown in Fig. 7C and advances to step SC9. Specifically, the analysis unit 25 determines the product of the clock frequency of the existing CPU and the clock frequency multiplication factor determined at step SC7 as the clock frequency of the CPU after upgrading.

Consequently, the analysis unit 25 searches the CPU of which clock frequency is higher than this clock frequency and closest to this clock frequency from the CPU list table T_4 shown in Fig. 7C and advances to step SC9. For example, when the clock frequency of the CPU after upgrading is determined as 452 MHz, the CPU of CPU model name ZZ3 assigned with No. 6 shown in Fig. 7C is searched as the CPU after upgrading.

At step SC9, the analysis unit 25 determines the CPU model name about the CPU after upgrading and the number of CPUs.

Specifically, the analysis unit 25 determines the CPU model name of the CPU after upgrading as ZZ3 (see Fig. 7C). The analysis unit 25 also determines the number of mountable CPUs (2) corresponding to C (machine ID) shown in Fig. 6 as the number 5 of CPUs.

In the case of the CPU (=AM2) corresponding to D (machine ID) shown in Fig. 6, at step SC2, the analysis unit 25 judges if this CPU utility rate included in the system performance information J_1 is over the threshold "a" or not. In this case, 10 supposing that the CPU utility rate is below the threshold "a", the analysis unit 25 judges "No" at step SC2 and returns to the main routine shown in Fig. 8.

Returning to Fig. 8, at step SA3, the analysis unit 25 executes disk performance information analysis process (see Fig. 15 11). That is, at step SD1 shown in Fig. 11, the analysis unit 25 accesses the memory unit 22 and acquires the threshold "x" about the disk utility rate, threshold "y" about the demand queue for the disk and threshold "z" about the disk response time from the threshold table T_3 shown in Fig. 7B and advances 20 to step SD2.

At step SD2, the analysis unit 25 judges if the disk utility rate included in the system performance information J_1 shown in Fig. 5 is over the threshold "x" or not (see Fig. 7B). In this case, the disk utility rate is the value about the disk 25 (SG2) mounted on the computer assigned with machine ID of A shown

in Fig. 6. The disk utility rate of this disk is the average (43%) of the disk utility rate measured from 10:00:00 to 12:10:00 shown in Fig. 5.

Herein, if the disk utility rate is over the threshold 5 "x", the analysis unit 25 judges "Yes" at step SD2 and advances to step SD3. At step SD3, the analysis unit 25 judges if the demand queue for the disk relating to the disk corresponding to A (machine ID) (see Fig. 5) is shorter than the threshold "y" (see Fig. 7B) and if the disk response time (see Fig. 5) 10 is longer than the threshold "z" (see Fig. 7B).

In this case, if the demand queue for the disk is longer than the threshold "y" and the disk response time is longer than the threshold "z", the analysis unit 25 judges "No" at step SD3 and advances to step SD4. That is, with the disk, the problems 15 are that the disk utility is greater than threshold "x", the demand queue for disk is longer than the threshold "y" and the disk response time is longer than the threshold "z". All of these problems can be solved by adding (extending) the disk having the same rotating speed as this disk.

20 At step SD4, the analysis unit 25 first determines the product of the number of disks mounted (=1, see Fig. 6) about this disk (SG2), the disk utility rate (=43%, see Fig. 5) and the value "s" as the number of disks (for example, 1.6). This number of disks (=1.6) is the number of disks required for 25 exhibiting the specified performance.

Next, the analysis unit 25 determines the number of disks by rounding up the number of disks (1.6) to 2 and determines the disk model name after upgrading as SG2 (see Fig. 6) same as the disk model name already mounted. Thereafter, the 5 analysis unit 25 execute the disk performance information analysis process about the disks corresponding to B to D (machine ID) shown in Fig. 6.

That is, in the case of the disk (AL2) corresponding to B (machine ID) shown in Fig. 6, at step SD2, the analysis unit 10 25 judges if the disk utility rate about this disk is more than the threshold "x" or not (see Fig. 7B). In this case, since the utility rate is smaller than the threshold "x", the analysis unit 25 judges "No" at step SD2 and returns to the main routine shown in Fig. 8.

15 In the case of the disk (SGS) corresponding to C (machine ID) shown in Fig. 6, at step SD2, if the disk utility rate about this disk is more than the threshold "x", the analysis unit 25 judges "Yes" and advances to step SD3. At step SD3, the analysis unit 25 judges if the demand queue for the disk about the disk 20 corresponding to C (machine ID) is shorter than the threshold "y" (see Fig. 7B) and if the disk response time is longer than the threshold "z" (see Fig. 7B).

In this case, if the demand queue for disk is longer than threshold "y" and the disk response time is longer than the 25 threshold "z", the analysis unit 25 judges "No" at step SD3 and

advances to step SD4. That is, concerning this disk, the problems are that the disk utility rate is more than the threshold "x", that the demand queue for the disk is longer than the threshold "y" and that the disk response time is longer than the threshold "z". These problems can be solved by adding (extending) the disk having the same rotating speed as this disk.

At step SD4, the analysis unit 25 determines the product of the number of disks mounted (=5, see Fig. 6) about this disk (SGS), the disk utility rate and value "s" as the number of disks (for example, 6.5). This number of disks (6.5) is the number of disks necessary for exhibiting the specified performance.

Next, the analysis unit 25 determines the number of disks by rounding up the number of disks (6.5) to 7 and determines the disk model name after upgrading as SGS (see Fig. 6), same as the disk model name already mounted.

In the case of the disk (SG1) corresponding to D (machine ID) shown in Fig. 6, at step SD2, if the disk utility rate of this disk is more than the threshold "x", the analysis unit 25 judges "Yes" and advances to step SD3. At step SD3, the analysis unit 25 judges if the demand queue for the disk concerning the disk corresponding to D (machine ID) is shorter than the threshold "y" (see Fig. 7B) and if the disk response time is longer than the threshold "z" (See Fig. 7B).

In this case, if the demand queue for the disk about this

disk is shorter than the threshold "y" and the disk response time is longer than the threshold "z", the analysis unit 25 judges "Yes" at step SD3 and advances to step SD5. That is, concerning this disk, the problems are that the disk utility 5 rate is greater than the threshold "x" and that the disk response time is longer than the threshold "z". These problems can be solved by replacing the existing disk with the disk having a higher rotating speed than the existing disk.

At step SD5, the analysis unit 25 determines the rotating 10 speed multiplication factor by dividing the disk response time of this disk by value $r (<1)$ and advances to step SD6. This rotating speed multiplication factor is the ratio of the rotating speed of the disk necessary for exhibiting the specified performance and the rotating speed of this disk 15 already mounted. The values c , d , s and r are decided by experience.

At step SD6, the analysis unit 25 searches the disk having an optimum rotating speed from the disk list table T_5 , shown in Fig. 7D and advances to step SD7. Specifically, the analysis 20 unit 25 determines the product of the rotating speed of the existing disk and the rotating speed multiplication factor determined at step SD5 as the rotating speed of the disk after upgrading.

Consequently, the analysis unit 25 searches the disk of 25 which rotating speed is higher than this rotating speed and

closest to this rotating speed from the disk list table T_5 shown in Fig. 7D and advances to step SD7. For example, when the rotating speed of the disk after upgrading is determined as 7100 rpm, the disk of model name AL2 assigned with No. 3 shown in Fig. 7D is searched as the disk after upgrading.

At step SD7, the analysis unit 25 determines the disk model name about the disk after upgrading and the number of disks. Specifically, the analysis unit 25 determines the disk model name of the disk after upgrading as AL2 (see Fig. 7D). The analysis unit 25 also determines the number of disks as the number of disks (=2) shown in Fig. 6 and returns to the main routine shown in Fig. 8.

Returning to Fig. 8, at step SA4, the analysis unit 25 judges whether or not to recommend upgrading of the CPU depending on whether or not the CPU model name and number of CPUs are determined at step SC6, step SC9 or step SC12 shown in Fig. 10. Similarly, the analysis unit 25 judges whether or not to recommend upgrading of the disk depending on whether or not the disk model name and number of disks are determined at step SD4 or SD7 shown in Fig. 11.

In this case, since the CPU model name and number of CPUs and the disk model name and number of disks are determined, the analysis unit 25 judges "Yes" at step SA4. Incidentally, if judged "No" at step SA4, the analysis unit 25 terminates the series of processing assuming there is no system resource (CPU,

disk) recommended to be upgraded.

At the next step SA5, the order processing unit 26 executes order processing (see Fig. 12). That is, at step SE1 shown in Fig. 12, the order processing unit 26 accesses the 5 memory unit 21 and sets the CPU upgrade recommended information (disk upgrade recommended information) in the system configuration table T_1 , shown in Fig. 6.

In this case, the order processing unit 26 sets PTT, ZZ3 and PTT as the CPU model names of the CPU upgrade recommended 10 information, relating to B, C and D (machine ID) in the system configuration table T_1 . Similarly, the order processing unit 26 sets 3, 2 and 1 as the number of CPUs in the CPU upgrade recommended information in the system configuration table T_1 , relating to B, C and D (machine ID) in the system configuration 15 table T_1 .

Moreover, the order processing unit 26 sets SG2, SGS and AL2 as the disk model names of the disk upgrade recommended information in the system configuration table T_1 , relating to A, C and D (machine ID) in the system configuration table T_1 . 20 Similarly, the order processing unit 26 sets 2, 7 and 2 as the number of disks in the disk upgrade recommended information in the system configuration table T_1 , relating to A, C and D (machine ID) in the system configuration table T_1 and then advances to step SE2.

25 At step SE2, the order processing unit 26 accesses the

memory unit 21 and searches the upgrading flag relating to the same application information as the application information shown in Fig. 6, from the application definition table T_2 shown in Fig. 7A. In this case, the order processing unit 26
5 recognizes the application information "mail server" in the record of A (machine ID) shown in Fig. 6. Next, the order processing unit 26 searches the upgrading flag (=1) corresponding to the application information "mail server" in the application definition table T_2 shown in Fig. 7A same as
10 the aforesaid application information "mail server."

Similarly, thereafter, the order processing unit 26 searches the upgrading flag (=1, 1 and 0) about the application information "printer server," "job server," and "personal terminal" shown in Fig. 6, from the application definition table
15 T_2 shown in Fig. 7A and advances to step SE3. At step SE3, the order processing unit 26 judges if necessary to upgrade or not, about the system resources of the computer (CPU, disk), on the basis of the retrieval result at step SE2.

In this case, concerning the mail server, printer server
20 and job server (see application information) shown in Fig. 6, since the upgrading flag (see Fig. 7A) is 1 in all of them, the order processing unit 26 judges "Yes" at step SE3 and advances to step SE4. At step SE4, the order processing unit 26 sets the CPU order information and disk order information in the
25 system configuration table T_1 on the basis of the CPU upgrade

recommended information, disk upgrade recommended information and upgrading flag shown in Fig. 6 and advances to step SE6.

In this case, first, since the upgrading flag is 1 (see Fig. 7A) as for the mail server (application information) shown 5 in Fig. 6, the order processing unit 26 sets SG2 (disk model name) of the disk upgrade recommended information in the disk model name of the disk order information. Also, the order processing unit 26, concerning the mail server shown in Fig. 6, sets the result (=1) of subtracting the number of disks 10 mounted (=1) in the mounted disk information from the number of disks (=2) in the disk upgrade recommended information in the number of disks ordered in the disk order information.

Similarly, since the upgrading flag is 1 (see Fig. 7A) as for the printer server (application information) shown in 15 Fig. 6, the order processing unit 26 sets PTT (CPU model name) of the CPU upgrade recommended information in the CPU model name of the CPU order information. Also, the order processing unit 26, concerning the printer server shown in Fig. 6, sets the result (=1) of subtracting the number of CPUs mounted (=2) in 20 the mounted CPU information from the number of CPUs (=3) in the CPU upgrade recommended information in the CPU order quantity in the CPU order information.

Also, since the upgrading flag is 1 (see Fig. 7A) as for the job server (application information) shown in Fig. 6, the 25 order processing unit 26 sets ZZ3 (CPU model name) of the CPU

upgrade recommended information in the CPU model name of the CPU order information. Also, the order processing unit 26, concerning the job server shown in Fig. 6, sets the number of CPUs (=2) in the CPU upgrade recommended information in the 5 number of CPUs ordered in the CPU order information.

Moreover, concerning the job server, the order processing unit 26 sets SGS (disk model name) of the disk upgrade recommended information in the disk model name of the disk order information. Further, the order processing unit 26, 10 concerning the job server shown in Fig. 6, sets the result (=2) of subtracting the number of disks mounted (=5) in the mounted disk information from the number of disks (=7) in the disk upgrade recommended information in the number of disks ordered in the disk order information.

15 Concerning the individual information (application information) shown in Fig. 6, since the upgrading flag is 0 (see Fig. 7A), the order processing unit 26 does not set the CPU order information and disk order information although upgrading of CPU and disk is recommended. In this case, that is, the CPU 20 and disk of the personal terminal are not updated by the judgement of the user.

At step SE5, the order processing unit 26 compiles the system diagnosis report in the computer unit on the basis of the performance diagnosis result of the system resources in the 25 user system 10 and transmits the information of this system

diagnosis report to the user system 10 (user) through the communication processing unit 32 and network N and advances to step SE6. This system diagnosis information includes the date of diagnosis, system resources of computers, results of system 5 diagnosis, problems, countermeasures and other information.

Fig. 13 to Fig. 15 are diagrams showing examples of system diagnosis report about the job server (application information) shown in Fig. 6 that makes the user system 10. In Fig. 13, "1. System diagnosis subject" consists of Customer name, Date of 10 diagnosis, Hardware and Software. In the item of Hardware, ZZ2 is described as the CPU (CPU model name in Fig. 6) and 5 is given as the number of disks (number of disks mounted in Fig. 6).

In Fig. 14, "2. System diagnosis result" shows the system diagnosis result in each time zone (morning, afternoon, evening, 15 night) about each resource (CPU, memory, disk and network), by weather marks, sunny, cloudy and rain. The sunny mark means there is no problem in performance and the cloudy mark indicates it is necessary to diagnose continuously. The rain mark means there is a problem in performance. In the example shown in Fig. 20 14, in the CPU and disk, rain marks are indicated in the time zone of 12:00 to 18:00 and there are problems in performance.

In Fig. 15, "3. Problem and tuning advice" describes problems and tuning advice (countermeasure) of each resource (CPU, memory, disk and network). Herein, the smile mark means 25 there is no problem.

In the example shown in Fig. 15, concerning the CPU, the high CPU utility rate is indicated as a problem and upgrading of clock speed (from 400 MHz to 500 MHz) of the CPU is recommended as the tuning advice. Concerning the disk, the high load of 5 the disk due to paging is indicated as a problem and it is recommended to add two disks.

Returning to Fig. 12, at step SE6, the order processing unit 26 judges if the user has approved the upgrading or not. When the information of the system diagnosis report is received 10 in the user system 10, the user system 10 displays the system diagnosis report in the display unit (not shown), or prints it out. Accordingly, the user of the user system 10 judges whether or not to upgrade as recommended by the maintenance firm according to the content of the system diagnosis report.

15 The user manipulates the user system 10 and transmits the reply about upgrading to the system diagnosis apparatus 20 through the network N. When this reply information is received in the communication processing unit 32, the order processing unit 26 judges whether the upgrading is approved by the user 20 or not and, if not approved, judges "No" and terminates the series of processing.

When approved by the user, the order processing unit 26 judges "Yes" at step SE6 and advances to step SE7. At step SE7, the order processing unit 26 assigns the records out of the 25 records in the system configuration table T_1 (in this case,

records A, B and C = machine ID) shown in Fig. 6 with order number, for example, JJ1999080512 (see Fig. 16). The order processing unit 26 notices the order number by e-mail or the like to the computer terminals (not shown) of the sales person and 5 maintenance person in charge of the user of the user system 10 and advances to step SE8.

At step SE8, the order processing unit 26 displays an order confirm screen 100 shown in Fig. 16 on the display unit 29 and advances to step SE9. This order confirm screen 100 is 10 a screen for ordering the system resources approved by the user to the factor/parts center system 40. In this illustrated example, the order confirm screen 100 includes the order number given at step SE7 (JJ1999080512), CPU model name (PTT, ZZ3), quantity (1, 2), disk model name (SG2, SGS) and quantity (1, 15 2).

Herein, the CPU model name and quantity correspond to the CPU model name and number of CPUs ordered in the CPU order information shown in Fig. 6. Similarly, the disk model name and quantity correspond to the disk model name and number of 20 disks ordered in the disk order information shown in Fig. 6. The order confirm screen 100 also shows a soft button 101 for instructing the order and a soft button 102 for canceling the order.

At step SE9, the order processing unit 26 judges if the 25 order instruction of the system resources (CPU, disk) is issued

by the person in charge at the maintenance firm. Specifically, the order processing unit 26 judges if the soft button 101 of the order confirm screen 100 shown in Fig. 16 is pressed or not.

When the soft button 101 is pressed by the person in charge 5 who has confirmed the order confirm screen 100 by using the input unit 28, the order processing unit 26 judges "Yes" at step SE9 and advances to step SE10. When the soft button 102 of the order confirm screen 100 is pressed, the order processing unit 26 judges "No" at step SE9 and terminates the series of processing 10 without ordering system resources.

In this case, at step SE10, the order processing unit 26 transmits the order information about the CPU and disk composed of order number, CPU model name, quantity, disk model name and quantity in the order confirm screen 100 shown in Fig. 16 to 15 the factory/parts center system 40 through the communication processing unit 32 and network N.

When the order information is received in the factory/parts center system 40, the order information is displayed in the display unit (not shown) of the factory/parts 20 center system 40. As a result, the CPU and disk for upgrading are delivered to the user from the factory/parts center. The person in charge at the maintenance firm installs the delivered system resources (CPU, disk) in the mail server, printer server and job server in the user system 10. Thus, the system resources 25 are upgraded.

As explained herein, according to this embodiment, the system resources are diagnosed on the basis of the CPU utility rate about the system resources (CPU, disk), execution queue for the CPU, disk utility rate, demand queue for the disk, 5 response time and the corresponding threshold "a", threshold "b", threshold "x", threshold "y" and threshold "z" (see Fig. 7B) and results of comparison between them and therefore measures against lowering of performance of system resources or shortage of system resources can be carried out accurately 10 and quickly.

Further, since system resources are ordered from the factory/parts center system 40 through the network N by using the order processing unit 26 on the basis of the results of analysis by the analysis unit 25, system resources can be 15 ordered quickly and accurately.

Further, the information of the system diagnosis report (see Fig. 13 to Fig. 15) about the user system 10 is noticed to the user through the network N, the time from request of diagnosis till reporting of the result of diagnosis to the user 20 is shortened, so that the quality of customer service can be enhanced.

Further, on the basis of the upgrading flag shown in Fig. 7A, of the system resources recommended to be upgraded, only the system resources required to be upgraded can be ordered as 25 the system resources for upgrading, so that the user's judgement

whether or not to upgrade is quickly applied in ordering.

The embodiment of the present invention has been described in detail while referring to the accompanying drawings, but specific examples of constitution are not limited to this embodiment alone and changes and modifications within the scope of the present invention are also included in the present invention. For example, in this embodiment, the system diagnosis program for realizing the function of the system diagnosis apparatus 20 may be recorded in a computer-recordable recording medium 300 shown in Fig. 17 and the system diagnosis program recorded in this recording medium 300 may be read into a computer 200 shown in the diagram and executed, so that the resources (CPU, disk, etc.) can be diagnoses.

The computer 200 shown in Fig. 17 comprises CPU 201 for executing this system diagnosis program, input device 202 such as keyboard and mouse, read-only memory (ROM) 203 for storing data, random access memory (RAM) 204 for storing operation parameters, reading unit 205 for reading the system diagnosis program from the recording medium 300, output device 206 such as display and printer and buses BU for connecting the device parts.

The CPU 201 reads in the system diagnosis program recorded in the recording medium 300 through the reading unit 205 and executes the system diagnosis program and thereby diagnoses the system resources. The recording medium 300 includes not only

portable recording media such as optical disk, floppy disk and hard disk, but also includes a transfer medium for recording and hold data temporarily such as network.

In the embodiment, the information of the system 5 diagnosis report is transmitted to the user system 10 through the network N, but not limited to this, the system diagnosis report may be printed out by the printer 33 and it may be sent to the user by facsimile or mail, or directly brought to the user.

10 In the embodiment, the information about whether or not to upgrade is transmitted to the system diagnosis apparatus 20 from the user system 10 through the network N, but not limited to this, the reply of upgrading or not may be reported to the maintenance firm by telephone, facsimile or the like. In this 15 case, the person in charge receiving the reply from the user enters the information about upgrading by using the input unit 28. As a result, the order processing unit 26 executes the process after step SE6 shown in Fig. 12.

Further, in the embodiment, it is designed to diagnose 20 by using the average values of the CPU utility rate, execution queue for the CPU, disk utility rate, demand queue for the disk and disk response time shown in Fig. 5, but it may be also diagnosed by using, for example, the maximum values of the CPU utility rate, execution queue for the CPU, disk utility rate, 25 demand queue for the disk and disk response time in the system

performance information J_1 .

In addition, in the embodiment, the system diagnosis report (see Fig. 13 to Fig. 15) is presented to the user and system resources are ordered after obtaining the final approval 5 by the user about upgrading of system resources, but system resources may be ordered only on the basis of the upgrading flag of the application definition table T_2 (see Fig. 7A). That is, as for the system resources of which upgrading flag is 1 in the application definition table T_2 , they are ordered automatically 10 without obtaining the final approval of the user. In this case, the order processing is done quickly.

According to one aspect of this invention, the system resources are diagnosed on the basis of the results of comparison between the utility rate and its threshold and 15 between the queue and its threshold. Therefore, measures against performance drop of system resources or shortage of system resources can be executed accurately and quickly.

Further, the system resources for upgrading are ordered by the ordering unit on the basis of the result of determination 20 by the system resource determining unit. Therefore, the system resources can be ordered quickly and accurately.

Further, the ordering unit directly transmits the ordering information about the system resources for updating to the device of the supplier's side through the network. 25 Therefore, the system resources can be ordered more quickly and

accurately.

Further, the result of diagnosis by the diagnosis unit is noticed to the user through the network. Therefore, the time from request of diagnosis till report of diagnosis result to 5 the user is shortened and the quality of customer service is enhanced.

Further, out of the system resources determined by the system resource determining unit only the system resources required to be updated are ordered as the system resources for 10 upgrading on the basis of the flag. Therefore, the user's judgement whether upgrading is required or not can be promptly fed back to the ordering.

Further, the system resources are diagnosed on the basis of the results of comparison between the utility rate and its threshold, comparison between the queue and its and further 15 comparison between the response time and its threshold. Therefore, the system resources can be diagnosed more accurately.

Although the invention has been described with respect 20 to a specific embodiment for a complete and clear disclosure, the appended claims are not to be thus limited but are to be construed as embodying all modifications and alternative constructions that may occur to one skilled in the art which fairly fall within the basic teaching herein set forth.